

Process Glossary

Process Description – Document used to communicate the steps and other parameters involved in executing a process.

Version – The document number in a series of evolving documents.

Revised by – The full name of the last person to make significant updates to the process.

Process Owner – The party responsible for the operation of the process on an ongoing basis.

Supplier(s) – The party responsible for providing some or all of the inputs to the process.

Customer(s) – The party for whom the process exists. Can be both an internal and external customer.

Input(s) – An entity that will change state as a result of the activities being performed on it. An input is usually a tangible item.

Entrance Criteria – Conditions that must be met prior to commencing a process. These conditions are not tangible documents.

Output(s) – An entity or condition produced as a result of the process. An Output is usually a tangible item.

Exit Criteria - Conditions that must be met to consider a process as complete (the entrance criteria for the next process).

Related Processes – Adjacent processes that are directly impacted or directly impact a current process.

Related Documentation (Job Aids/Procedures) – Any documentation external to the Process Description which may help or guide an individual in completing a process.

Tools – Reusable items that are used (but not consumed) in a process.

Step – One of many actions taking place within a process. Steps may have procedures that align to them.

Deliverables – Physical or tangible items that are produced as a result of a process (i.e. a report).

Outcomes – Non-tangible changes in state which are produced as a result of a process, or step (i.e. Report was reviewed. This means that the report has gone from a state of being “not reviewed” to a state of being “reviewed”).

Process Architecture Hierarchy:

Process Category

Process Group

Process

Step

Sub Step....

SLA- Service Level Agreement – an agreement between a customer and a service provider (in this case the Applications Management Group) that defines the services being delivered level of service quality that will be met.

OLA-Operating Level Agreement – an agreement between a service provider and a customer or two service providers that outlines the services and provisions needed by each party to deliver services to the customer.

Users – The people within SFA who use service delivered by Applications Management.

End Users – The users of our users. (i.e. A Tier II help desk’s end users are the Tier I help desk users)

Customers – The individuals within SFA who purchase the services on behalf of the users and represent the user community in monitoring service performance and performing service planning activities. These individuals may also be users themselves

Partners - Groups external to SFA and Andersen Consulting whose co-operation is needed to provided services to SFA (Seat Management, VDC).